

MICROCOMPUTER SPECIALIST

DEFINITION: Under direct supervision, installs, troubleshoots, maintains and repairs County Personal Computers (PC)s in a network environment including the setting up of accounts on NT server, firewall, and email servers and related software.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)

TASKS:

Troubleshoots PC computer hardware and software problems; installs and/or upgrades software/hardware; installs peripherals; sets up and configures new/replacement PCs, printers, scanners, etc.; researches solutions to PC related issues; maintains current information; communicates with vendors and contractors concerning micro computing; maintains a task list; inventories supplies; travels to sites to troubleshoot or repair problems; sets up new user accounts.

Sets up and determines Firewall settings, network folders, IP address and Emulation software to connect with IBM mainframe; assists with Help Desk by providing solutions to end users by phone; assists with network password problems; transfers data lines and installs new software; connects new PC;s to county network; sets up new networks to County; connects and sets up hubs, modems, routers, trains users on PC and software; performs other related duties as assigned.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of federal, state and county laws, rules, regulations, practices and procedures related to telecommunications, personal computers and peripherals.

Knowledge of hardware and software network and micro computer methods and practices.

Knowledge of security methods and practices related to government database use.

Knowledge of technical microcomputer installation, maintenance and repair.

Knowledge of network systems, installation, maintenance and repair practices and procedures.

Knowledge of customer service/public relations practices.

Skill evaluating, analyzing, planning and implementing new and/or enhanced software.

Skill analyzing customer/client needs.

Skill monitoring and troubleshooting microcomputer systems and related peripherals.

Skill providing technical support and training to end users.

Skill utilizing verbal and written communication to train and support end users in problem resolution.

Skill utilizing customer service/public relations techniques when responding to inquiries and complaints.

Skill establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS:

Work requires long periods of attention to detail, extensive computer keyboarding, and occasional lifting, bending, kneeling, stooping or crawling to maintain, repair, install or connect personal computers, terminals and peripherals weighing up to 50 pounds.

MINIMUM QUALIFICATIONS:

The equivalent of an Associate's Degree in Computer Information Systems or Computer Science plus one (1) year of related work experience. Applicants must be able to effectively communicate in both oral and written form.

Microcomputer Specialist – continued

EMERGENCY SERVICES: Minimum Qualifications - The equivalent of an Associate's Degree in Computer Information Systems or Computer Science plus one (1) year of related work experience. Applicants must be able to effectively communicate in both oral and written form.

Prepared by: LHS
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